GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:7669
ANSWERED ON:16.05.2002
CATERING UNITS
ARUN KUMAR;PRABHUNATH SINGH

Will the Minister of RAILWAYS be pleased to state:

(a) whether a large number of complaints against departmental and contractor operated catering units are increasing;

(b) if so, the number and nature of complaints received against these units during each of the last three years; and

(c) the action taken to ensure that these units provide wholesome and tasty food at reasonable rates?

Answer

MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND MINISTER OF STATE IN THE MINIST RAILWAYS (SHRI O. RAJAGOPAL)

(a) & (b) The information is being collected and will be laid on the table of the Sabha.

(c) The Government have set up Indian Railway Cateringand Tourism Corporation Ltd. (IRCTC) with a view to improveand professionalise catering services on Indian Railways. The management of catering services on Indian Railways isbeing transferred to IRCTC.Other steps taken are provision of casserole meal, provision of packaged drinking/ mineral water, regular inspections and drives conducted at various levels, quality checking of food by Medical Officers and Health Inspectors etc.